



**MISSOURI
DEPARTMENT OF SOCIAL SERVICES**

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MATT BLUNT
GOVERNOR

DEBORAH E. SCOTT
DIRECTOR

November 29, 2007

The Honorable Matt Blunt
Governor
State Capitol, Room 216
Jefferson City, MO 65101

The Honorable Michael Gibbons
President Pro Tempore
Missouri Senate
State Capitol, Room 326
Jefferson City, MO 65101

The Honorable Rod Jetton
Speaker of the House
State Capitol, Room 308
Jefferson City, MO 65101

Dear Governor Blunt, Senator Gibbons and Representative Jetton:

Attached you will find the Family Support Division – Child Support Enforcement's Centralized Collections Progress Report. According to RSMo 454.565, the division is required to report to the General Assembly regarding the Family Support Payment Center by December 1st of each year.

If you have any questions, please contact Janel Luck at 573-751-4247.

Respectfully,

A handwritten signature in cursive script, reading "Deborah E. Scott".

Deborah E. Scott
Director

Attachment

Family Support Payment Center (FSPC) Progress Report
Family Support Division-Child Support Enforcement
December 2007

Through state fiscal year (SFY) 2004 budget actions, the former Division of Child Support Enforcement transferred centralized collection functions to the Department of Revenue. The Department of Revenue assumed these functions beginning SFY 2004. The FSPC is operated by a contractor, Systems and Methods, Inc., through a contract with the Department of Revenue. The Family Support Division – the Department of Social Services division responsible for child support functions – retained statutory responsibility and accountability for the payment center.

The FSPC operates six days per week, averaging 13 hours per day. The FSPC receipts payments in their computer system on the day received. Nightly, the FSPC system interfaces with the Missouri Automated Child Support System (MACSS) to electronically post payments in MACSS. Upon posting to a member, case or order number, MACSS distributes payments and produces a disbursement file. The following morning, MACSS transmits the disbursement file to the FSPC. The FSPC then disburses payments to recipients by check, direct deposit or on the Securite Card. Effective July 31, 2006, the FSPC began disbursing support payments on the Securite Card, which is a debit MasterCard to which support payments are loaded electronically.

The FSPC uses electronic methods to receive and disburse support funds.

- Electronic methods available for transmitting funds to the FSPC include:
 - On-line payment transmission;
 - Electronic funds transfer (EFT)/electronic data interchange (EDI); and
 - Automatic withdrawal from a designated bank account.
- Electronic methods available for receiving support funds from the FSPC include:
 - Direct deposit to a designated bank account; and
 - Electronic transfer to the Securite Card. (Currently over 129,000 payees receive payments on the Securite Card).

Current average production operating statistics are as follows:

- Receipts processed per day: 4,393 (average low) to 31,901 (average high)
- Dollar value of receipts processed per day: \$1.1 million (average low) to \$4.4 million (average high).
- Average turnaround time (posting to disbursement): 24 hours.
- Collection exceptions, such as unidentified items and insufficient funds, are resolved within five business days of receipt 100% of the time.

Current average customer service operating statistics are as follows:

- Total average calls answered per day: 758
 - Average calls per day from employer line: 32
 - Average calls per day from state agency line: 23
 - Average calls per day from parent line: 703
- Average percentage rate of calls answered by first ring: 100%
- Average correspondence resolved per day: 563

Correspondence that requires action by state agency, circuit clerk, or prosecuting attorney is forwarded to the appropriate entity within 48 hours.

FSPC expenditures incurred are as follows:

	<u>Implementation Cost</u>	<u>Postage</u>	<u>Customer Service</u>	<u>Transactions (Paper/EFT)</u>
FY 00*	\$1,400,000		\$306,726	\$3,401,769
FY 01			\$669,226	\$6,503,106
FY 02			\$933,038	\$6,893,585
FY 03			\$722,397	\$7,150,827
FY 04		\$128,723	\$695,632	\$7,270,332
FY 05		\$442,158	\$245,326	\$6,733,088
FY 06		\$437,644	\$248,232	\$6,747,288
FY 07		\$476,741	\$237,174	\$4,577,450
FY 08 (through October)		\$167,874	\$82,233	\$1,559,582

*The FSPC began operating in October of 1999.

The FSPC began sending billing statements and coupons to noncustodial parents in August 2003.

A new FSPC contract was effective July 1, 2006.